

Australian Capital Territory - Aged Care

2023/24 - 2027/28

Activity Summary View



AC-EI - 1 - Commissioning early intervention initiatives to support healthy ageing and ongoing management of CHR



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

1

Activity Title *

Commissioning early intervention initiatives to support healthy ageing and ongoing management of CHR

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

- Support senior Australians to live in the community for longer (including those not currently receiving aged care services) through commissioning early intervention initiatives that promote healthy ageing, slow decline and support the ongoing management of chronic conditions.
- Increase awareness in the primary health care workforce of the needs of the population and the availability of these initiatives.

Description of Activity *

ACT PHN will commission early intervention services to support senior Australians to live in the community for longer (including those not currently receiving aged care services). This will focus on initiatives that promote healthy ageing, slow decline and support the ongoing management of chronic conditions. Further CHN will work to increase awareness in the primary health care

workforce of the needs of the population and the availability of these initiatives. Specifically, CHN's planned activities include

- Stakeholder engagement to identify priority areas to address
- Codesign solutions with stakeholders
- Commission activities to meet the gaps of targeted areas for example utilisation of remote patient monitoring systems to manage health
- Assist with promotional activities to raise awareness of the new service(s)
- Follow up to provide assistance in early phase of roll-out
- Regular contract management

Needs Assessment Priorities *

Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

02/01/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

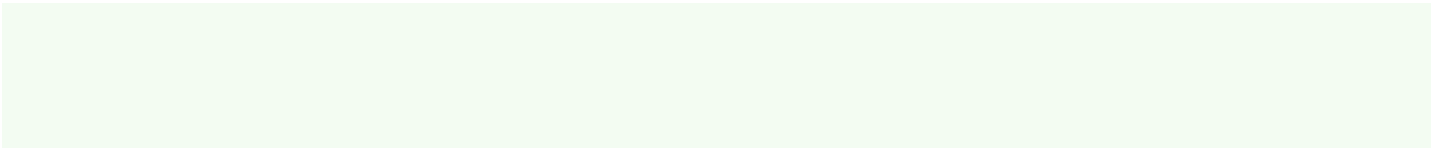
Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned



AC-EI - 4 - Early Intervention - Operational



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

4

Activity Title *

Early Intervention - Operational

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

To fund operational expenditure associated with main activity

Description of Activity *

To fund operational expenditure associated with activity

Needs Assessment Priorities ***Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

05/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned

Subject	Description	Commented By	Date Created



AC-VARACF - 1 - Support RACFs to increase availability and use of telehealth care for aged care residents



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

Support RACFs to increase availability and use of telehealth care for aged care residents

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

- '- Assist participating RACFs to have appropriate telehealth facilities and equipment to enable their residents to virtually consult when needed with their primary health care professionals, specialists and other clinicians.
- Provide training to participating RACF staff to support them to have the capabilities to assist their residents in accessing virtual consultation services.
- Encourage increased use of My Health Record by RACFs, to improve the availability and secure transfer of resident's health care information between RACF, primary care and acute care settings.
- Consult with jurisdictional authorities to ensure the initiative complements, but does not duplicate, efforts underway by state and territory governments to improve technological interoperability between the aged care and health systems

Description of Activity *

ACT PHN is assisting RACFs to establish appropriate telehealth facilities with necessary equipment to enable their residents to virtually consult when needed with primary health care professionals and develop procedures for keeping residents' digital medical records up to date, including adoption of My Health Record (MHR) and Electronic National Residential Medication Charts (eNMRC). ACT PHN's activities include:

- Literature review on successful models of Telehealth care in RACFs to guide identification of activities
- Stakeholder engagement to assess telehealth readiness of facilities

- Promote the use of MHR and eNMRC among facilities
- Issuing grants for RACFs to apply for appropriate equipments
- Assist in collating list of helpful products
- Work with stakeholders to set up needed and appropriate telehealth solutions, including and not limited to setting digital facilities, new care models, workflows and recruitment
- Promotional and training activities to encourage uptake of telehealth solutions
- Follow up to support facilities in the early phase of adoption
- Work with Digital Health team to promote the use of My Health records and have resident's records up-to-date

Needs Assessment Priorities *

Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Digital Health	45
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

01/01/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned



AC-CF - 1 - Care Finder Program- Transitioning ACH providers



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

1

Activity Title *

Care Finder Program- Transitioning ACH providers

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

The aim of this Activity is for ACT PHN to commission care finder providers in the ACT region to:

- improve outcomes for people in the care finder target population, including:
- improved coordination of support when seeking to access aged care and other support services for people who are eligible for aged care services who need intensive support.
- improved understanding of aged care services and how to access them among the identified populations
- improved openness and experience to engage with the aged care system
- increased care finder workforce capability to meet client needs
- increased rates of access to aged care services and connections with other relevant supports
- increased rates of staying connected to the services they need post service commencement
- improve integration between the health, aged care and other systems at the local level within the context of the care finder program

Description of Activity *

Under this Activity CHN is supporting the transition of the ACH program (with the exception of hoarding squalor services) to the care finder program by:

- offering ACH providers contracts as care finders from 2022-23 to 2024-25; and

- supporting providers to deliver services in line with Care Finder policy guidance, undertake training, and work as part of a broader network of Care Finder providers.

ACT PHN will commission care finders to:

- specifically target people who have one or more reasons for requiring intensive support to interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres), access aged care services and/or access other relevant supports in the community.
- establish and maintain a national care finder network that addresses the specific local needs of the ACT region, in relation to care finder support; building knowledge and skills; integrating part of the local aged system; and collecting data and information to support evaluation of their programs.
- employ care finders/aged care navigators with relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience, whose primary function will include:
 - o assertive outreach;
 - o engagement and rapport building with potential clients and local intermediaries;
 - o supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment;
 - o supporting and promoting continuous improvement of the care finder program; including addressing opportunities to enhance integration between the health, aged care and other systems at the local level.
 - o support to explain and guide people through the assessment process including, where appropriate, attending the assessment;
 - o support to help people to find the aged care supports and services they need and connect with other relevant supports in the community;
 - o high level check-in with clients on a periodic basis and follow-up support once services have commenced.

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services; and/or
- access other relevant supports in the community.

Under this Activity CHN will support a transition of the ACH program (with the exception of hoarding squalor services) to the care finder program by:

- offering ACH providers contracts as care finders from 2022-23 to 2024-25; and
- commissioning additional care finders from 2022-23 to 2024-25.

Needs Assessment Priorities *

Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/12/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned



AC-CF - 2 - Commissioning Care Finder Program



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

2

Activity Title *

Commissioning Care Finder Program

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of this Activity is for ACT PHN to commission care finder providers in the ACT region to:

- improve outcomes for people in the care finder target population, including:
- improved coordination of support when seeking to access aged care and other support services for people who are eligible for aged care services who need intensive support.
- improved understanding of aged care services and how to access them among the identified populations
- improved openness and experience to engage with the aged care system
- increased care finder workforce capability to meet client needs
- increased rates of access to aged care services and connections with other relevant supports
- increased rates of staying connected to the services they need post service commencement
- improve integration between the health, aged care and other systems at the local level within the context of the care finder program

Description of Activity *

ACT PHN have commissioned five care finder providers to:

- specifically target people who have one or more reasons for requiring intensive support to interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres), access aged care services and/or access other relevant supports in the community.

- establish and maintain a national care finder network that addresses the specific local needs of the ACT region, in relation to care finder support; building knowledge and skills; integrating part of the local aged system; and collecting data and information to support evaluation of their programs.
- employ care finders/aged care navigators with relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience, whose primary function will include:
 - o assertive outreach;
 - o engagement and rapport building with potential clients and local intermediaries;
 - o supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment;
 - o supporting and promoting continuous improvement of the care finder program; including addressing opportunities to enhance integration between the health, aged care and other systems at the local level.
 - o support to explain and guide people through the assessment process including, where appropriate, attending the assessment;
 - o support to help people to find the aged care supports and services they need and connect with other relevant supports in the community;
 - o high level check-in with clients on a periodic basis and follow-up support once services have commenced.

Needs Assessment Priorities *

Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/12/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned



AC-CF - 3 - Care Finder Operational Funding



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

3

Activity Title *

Care Finder Operational Funding

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

Operational component of Aged Care Finder program funding

Description of Activity *

Operational component of Aged Care Finder program funding

Needs Assessment Priorities ***Needs Assessment**

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2023

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned



AC-AHARACF - 3 - Enhanced out of hours support for residential aged care



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

3

Activity Title *

Enhanced out of hours support for residential aged care

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description**Aim of Activity ***

- Provide guidance to assist participating RACFs to have appropriate after-hours plans in place.
- Educate participating RACF staff on the after-hours health care options and processes for residents.
- Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required.
- Support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after-hours action plan development.

Description of Activity *

Consultation with RACFs and after-hours service providers about:

- after-hours service gaps
- after-hours plan
- after-hours training needs to support older people during after-hours
- training needs to prevent incidents to happen after-hours
- promote telehealth service use among key providers and RACFs in the after-hours space
- reviewing supports available to improve more frequent usual care and avoid the needs for after-hours services

Needs Assessment Priorities *

Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

Priorities

Priority	Page reference
Aged Care	66



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

01/01/2022

Activity End Date

29/06/2025

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Summary of activity changes for Department

Activity Status

Returned